



# Bus Passenger Charter

A pledge to provide the best possible bus services in Cornwall

Issued in **August 2022** and valid until **August 2023**

This charter sets out what can be expected when using all local bus services that operate across Cornwall. These include the services provided by the following bus operators:

Cornwall by Kernow (First)

Go Cornwall Bus

Hopley's Coaches

OTS

Plymouth Citybus

Roselyn Coaches

Royal Buses

St Ives Bus Company

Stagecoach

Travel Cornwall

Yeo's Contracts

It also covers elements of service provision that are the responsibility of Cornwall Council, which is the local transport authority, including bus stops. Cornwall Council works to co-ordinate and improve public transport and financially supports about half of the bus services operating in the county.

This charter can be made available in other formats, if you would like this information in another format or language please contact: [transport@cornwall.gov.uk](mailto:transport@cornwall.gov.uk)

 **Transport  
for Cornwall**

Karyans rag Kernow

[transportforcornwall.co.uk](http://transportforcornwall.co.uk)

Connecting  
Cornwall's  
Communities



**CORNWALL  
COUNCIL**  
*one and all • omen hag oll*



# Our pledge to you

## What you can expect from bus services in Cornwall:

### Services and information

- A network of regular bus services designed to connect people to places according to demand
- A single source of information detailing all you need to know about bus services in Cornwall (including maps, routes, timetables and fares) – please visit [www.transportforcornwall.co.uk](http://www.transportforcornwall.co.uk)
- A place to wait for the bus that is in a suitable location, with shelter at busier stops. Got an issue with a bus stop or shelter? You can let the council know by contacting [transport@cornwall.gov.uk](mailto:transport@cornwall.gov.uk)
- Up-to-date information at every bus stop equipped with an information display, including details about bus times and fares. If there is no information display, then there will be something to signpost you to this information either via a website link or QR code
- Real Time Information will be displayed at key stops, and is available for all stops on bus operators' travel apps and Traveline

### Reliability

- A reliable bus service - that means buses normally running no more than one minute early or five minutes late
- You will be kept informed by the driver and/or via social media if your bus is seriously delayed and why
- Sometimes there are exceptional circumstances that mean buses can't operate as advertised – wherever possible we will keep you informed and let you know about planned changes ahead of time

### On the Bus

- A range of value for money tickets that can be used on any bus in Cornwall, with a range of payment methods including cash
- CCTV on most buses for your safety and security

- A space large enough to take one wheelchair or two buggies, on every bus
- A clean bus, both inside and out, at the start of its service (but be patient with us, sometimes it's hard to keep a bus clean – especially when it's raining a lot)
- A smart, friendly and helpful driver
- A pleasant and comfortable journey experience, with a smooth ride

### Improving the bus services in Cornwall

- Readily available information about the progress we are making to improve bus services
- You will be able to view information about the performance of bus services against our targets here [www.cornwall.gov.uk/transport-parking-and-streets/public-transport/cornwall-s-transport-services/enhanced-partnership-and-bus-service-improvement-plan/](http://www.cornwall.gov.uk/transport-parking-and-streets/public-transport/cornwall-s-transport-services/enhanced-partnership-and-bus-service-improvement-plan/). It will be updated every 6 months
- We'll keep you informed of any significant future changes to services and give you an opportunity to comment at [www.cornwall.gov.uk/transport-parking-and-streets/public-transport/cornwall-s-transport-services/buses-in-cornwall](http://www.cornwall.gov.uk/transport-parking-and-streets/public-transport/cornwall-s-transport-services/buses-in-cornwall)
- You can send us suggestions and comments about bus services and ways that they can be improved by either contacting an operator through the sites listed below, or the council at [transport@cornwall.gov.uk](mailto:transport@cornwall.gov.uk)
- You'll always have any complaint fully investigated and a response provided within 10 working days, with the opportunity to feedback on how well you consider your complaint has been dealt with
- This charter will be updated each year, taking on board your thoughts and comments

## The small print

This Charter does not affect your statutory rights. Passengers are carried by each bus operator in accordance with its own conditions of carriage, available from the websites listed below.

## Complaints and comments

If your journey has not met your expectations, please let the operator know – they actively welcome comments and suggestions, as well as complaints. Details of how to comment or complain can be found via the operators' websites detailed opposite:

Cornwall by Kernow (First)  
[www.firstbus.co.uk/cornwall](http://www.firstbus.co.uk/cornwall)

Go Cornwall Bus  
[www.gocornwallbus.co.uk](http://www.gocornwallbus.co.uk)

Stagecoach  
[www.stagecoachbus.com](http://www.stagecoachbus.com)

Hopley's Coaches  
[www.hopleyscoaches.com](http://www.hopleyscoaches.com)

OTS  
[www.otsfalmouth.co.uk](http://www.otsfalmouth.co.uk)

Travel Cornwall  
[www.travelcornwall.uk.com](http://www.travelcornwall.uk.com)

**Operators will respond to all complaints within 10 days.**

If you are not satisfied with how an operator has dealt with your complaint, please contact Cornwall Council at [transport@cornwall.gov.uk](mailto:transport@cornwall.gov.uk)

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